



**BILLING CODE:** 3410-03

## **DEPARTMENT OF AGRICULTURE**

### **National Agricultural Library**

#### **Notice of Intent to Seek Approval to Collect Information**

**AGENCY:** National Agricultural Library, Agricultural Research Service, USDA

**ACTION:** Notice and request for comments

**SUMMARY:** In accordance with the Paperwork Reduction Act of 1995 (Pub. L. 104-13) and Office of Management and Budget (OMB) regulations at 5 CFR part 1320, this notice announces the National Agricultural Library's intent to request renewal of an information collection to obtain an evaluation of user satisfaction with NAL Internet sites.

**DATES:** Comments on this notice must be received by [INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER] to be assured of consideration.

**ADDRESSES:** You may submit comments by any of the following methods:

- E-mail: [john.gladstone@ars.usda.gov](mailto:john.gladstone@ars.usda.gov)
- Fax: 301-504-5453 attention John Gladstone.
- Mail / Hand Delivery / Courier:

ISD / National Agricultural Library,

10301 Baltimore Ave, Room 105, Beltsville, Maryland 20705-2351

FOR FUTHER INFORMATION CONTACT: John Gladstone at 301-504-5462.

**SUPPLEMENTARY INFORMATION:**

*Title:* ``Evaluation of User Satisfaction with NAL Internet Sites."

*OMB Number:* 0518-0040

*Expiration Date:* N/A

*Type of Request:* Approval for renewed data collection

*Abstract:*

This is a request, made by the National Agricultural Library (NAL) Office of the Director (OD), Office of the Associate Director of Information Services, that the Office of Management and Budget (OMB) approve, under the Paperwork Reduction Act of 1995, a three year generic clearance for the NAL to conduct user satisfaction research around its Internet sites. This effort is made according to Executive Order 12862 which directs federal agencies that provide significant services directly to the public to survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services.

The National Agricultural Library Internet sites are a vast collection of Web pages created and maintained by component organizations of the NAL. On average, 2 million people visit the NAL Internet sites per month. All seven of the NAL Information Centers and a dozen special interest collections have established a Web presence with a home page and links to sub-pages that provide information to their respective audiences.

**Description of surveys:**

The online surveys will be no more than 15 Semantic Differential Scale or multiple choice questions, and no more than 4 open-ended response questions.

**Estimate of Burden:** Public reporting burden for this collection of information is estimated to average 5 minutes per survey.

Respondents: The agricultural community, USDA personnel and their cooperators, and including public and private users or providers of agricultural information.

Estimated Number of Respondents: 1200 per year.

Estimated Total Annual Burden on Respondents: 100 hours.

**Comments:**

The purpose of the research is to ensure that intended audiences find the information provided on the Internet sites easy to access, clear, informative, and useful. Specifically, the research will examine whether the information is presented in an appropriate technological format and whether it meets the needs of users of these Internet sites. The research will also provide a means by which to classify visitors to the NAL Internet sites, to better understand how to serve them. It is estimated that participants will require no more than 5 minutes to complete each survey. Actual time required will vary based on participant reading speed level. Sample questions may include:

	Please rate the accuracy of information on this site.
	Please rate the quality of information on this site.
	Please rate the freshness of content on this site.
Functionality	Please rate the usefulness of the information provided on this site.
	Please rate the convenience of the information on this site.
	Please rate the ability to accomplish what you wanted to on this site.
Look and Feel	Please rate the ease of reading this site.
	Please rate the clarity of site organization.
	Please rate the clean layout of this site.
Navigation	Please rate the degree to which the number of steps it took to get where you want is acceptable.
	Please rate the ability to find information you want on this site.

Comments should be sent to the address in the preamble.

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November 18, 2011\_

Caird E. Rexroad, Jr., Associate Administrator, Agricultural Research Service    DATE

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